



Ann D. Berkowitz  
Project Manager – Federal Affairs

1300 I Street, NW  
Suite 400 West  
Washington, DC 20005  
(202) 515-2539  
(202) 336-7922 (fax)

September 10, 2002

## **Ex Parte**

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> H Street, SW, Portals  
Washington, DC 20554

*Re:     Application by Verizon for Authorization To Provide In-Region, InterLATA  
Services in State of Virginia, WC Docket No. 02-214*

Dear Ms. Dortch:

In response to a question from Staff, Verizon provides the following information regarding updates to Verizon's Directory Assistance database.

The same service orders that are distributed to Verizon Information Services ("VIS") in order to update white pages listings for CLEC customers are also distributed to Verizon's Directory Assistance database to update the information for those same customers. *See* McLean/Wierzbicki/Webster Decl. ¶ 98. Although the service orders are the same, the update processes are independent. Therefore, if the CLEC's LSR and the Verizon service orders contain accurate information, that information should appear correctly in the Directory Assistance database, even if an error on the part of VIS leads to incorrect information being stored in VIS's database. As part of its comprehensive test of Verizon's OSS in Virginia, KPMG verified the accuracy of Verizon's Directory Assistance update process. *See KPMG Final Report* at 274 (App. D, Tab 5).

Accordingly, in the event that an error found on the white pages Listings Verification Report ("LVR") was caused by VIS, that error will be corrected in VIS's systems (and, therefore, in the published directory), but no update will be required to the Directory Assistance database. However, in the event that an error found on the LVR was a result of inaccurate information appearing on either the CLEC's LSR or the Verizon service order, then a new service order will

be initiated (either by Verizon or from a CLEC LSR) with the correct information. The service orders created from that LSR will be distributed to both the Directory Assistance database and to VIS's database, enabling both systems to be updated with the correct information.

Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 02-1857.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Burton". The signature is fluid and cursive, with a large initial "A" and a stylized "B".

cc: U. Onyeije  
B. Olson  
G. Remondino